

# HIGH-PERFORMANCE TEAM

ACHIEVING YOUR TEAM'S FULL POTENTIAL



## WHY CREATE A HIGH-PERFORMING TEAM?

Teams are the fundamental lifeblood to an organization's results and overall performance. High-Performing teams achieve 22% more impact than other teams. Being part of a High-Performing team is very rewarding and team members generally report high levels of satisfaction and engagement.

## THE FRAMEWORK OF A HIGH-PERFORMING TEAM

So, what makes a High-Performing team? And how can you transform your team into a great team? In our experience and, based on extensive experience and research, High-Performing teams have the following characteristics and features:

®

## TalentWorks Drive -TDQ framework

The TDQ is based on many years of research and has added value to teams in industry, health care, the state sector, academic and charitable institutions.

The core underpinning beliefs are:

- The health of the vitality today determines the performance of the team tomorrow
- Every team can improve
- It is specific actions, not good intentions alone, that drive improvement
- The responsibility for improvement lies as much with team members as with team leaders
- For teams to work differently, individuals must work on their own patterns of behaviour
- The TDQ is an online instrument that takes 20 minutes to complete.



### 1. PURPOSE AND GOALS

Team members are collectively committed to a shared purpose. Both vision and strategy are well articulated and known by all the team

### 2. TEAM PROCESSES

The team identifies and resolves issues quickly. People are incentivized for being team players and contributing to the success

### 3. PRODUCTIVE RELATIONSHIPS

Team members appreciate their unique strengths and contributions. Contribution in the team is open and honest. Team members trust each other

### 4. BUILDING BRIDGES WITH STAKEHOLDERS

The team is able to build positive relationships with other teams. Communications with other groups is impactful and promotes better relationships

### 5. PROBLEM SOLVING

Team members take personal responsibility for the team effectiveness. They maintain a "can-do" attitude and actively seek feedback from one another.

### 6. PASSION AND COMMITMENT

Working for the team inspires others to do their best. They go frequently beyond what is expected of them and take pride in doing a job well done

### 7. TEAM ROLES

Team members clearly understand their roles and support each other in implementing the team plan.

### 8. CONTINUOUS RENEWAL

The team is constantly looking how to improve itself and ensuring that best practices are being implemented

## TEAM PERFORMANCE DASHBOARD

To improve your team’s performance, you will first need to know what the “baseline” is or starting point. Your team will complete the TalentWorks Drive assessment online. The resulting report will give you a clear indication of your team’s current performance against the 8 capabilities of high-performing teams (see example below). The report gives a detailed analysis of the team performance based on 8 capabilities and 56 variables.

	AVG	MIN	MAX	COMMENTS
Purpose and Goals	3.7	3	4	This is the highest scoring item yet the team still needs to define a meaningful shared purpose and the goals that arise from that. The lack of this is causing the team to work very independent of each other and therefore to go in their own direction. A missing shared mission is also giving rise to a lack of commitment.
Team Processes	3.4	1	4	Roles and responsibilities of the team members are still being clarified, as the process of defining a strategy for the company is being shaped collectively. In the meantime, this lack of clarity is causing some of the team members to have open questions and feel some discomfort with the situation.
Productive Relationships	3.6	1	4	Team process such as; productive group meetings, mechanisms to monitor results, consensus based decision making are not used by the team when required. At present, the team does show a degree of flexibility regarding some changes that may occur internally or externally.
Building Bridges with Other Stakeholders	3.6	2	5	Communication between group members at the present time remains at a "superficial" level. The level of trust between each of the team members is relatively low and this is causing them to work as separated "islands". There are also low levels of mutual cooperation and support between some members
Problem Solving	3.6	2	5	Collaboration with other teams outside of each group is relatively effective with this team. Individual team members reach out to other teams when they seek assistance or information. Trying to integrate plans with other teams is also occurring with the team members

## USING THE TALENTWORKS DRIVE QUESTIONNAIRE (TDQ)

The TDQ<sup>®</sup> can be used in three ways ...

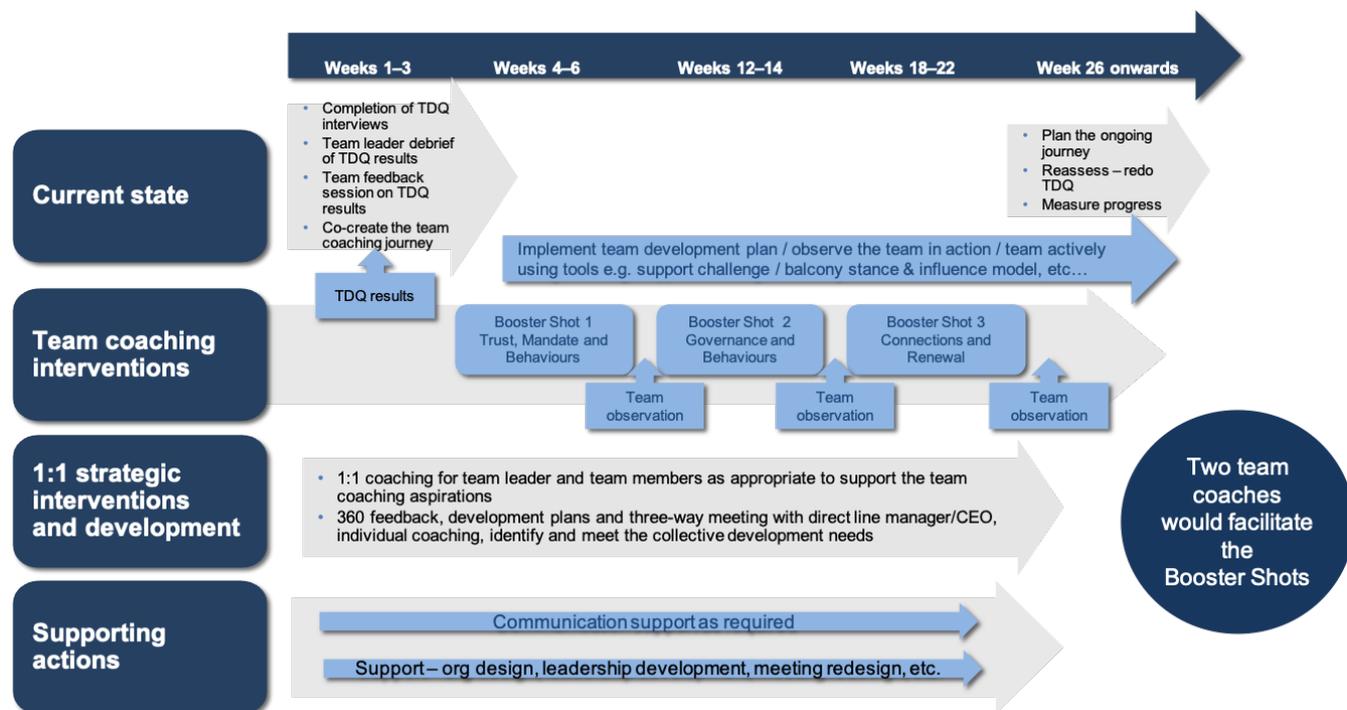
- 1 The team and team members complete the survey and use the resulting heat map to develop their performance and health
- 2 As well as team members’ own views, the opinions of those who report to them are gathered. This often provides a helpful ‘reality check’ for the team
- 3 In addition, the views of other stakeholders can be sought. These, most often, are ‘lateral relationships’ with other parts of the organisation where collaboration is critical to value creation

The deliverable from the TDQ<sup>®</sup> is ...

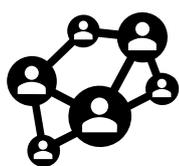
- An accurate assessment of the vitality of the team today
- An ability to track improvements through the reapplication of the survey
- The capability to benchmark teams within the same organisation and to identify the common characteristics of brilliant teams

## WHAT DOES A TALENTWORKS HIGH-PERFORMANCE TEAM JOURNEY INCLUDE?

Our High-Performance team journey shows you how to build and sustain a high-performing team. Based on your team assessment report, TalentWorks will fully customize a team journey to meet the requirements. We structure team interventions in the following manner:



Each intervention will include the following elements:



- Online assessment using the TDQ.
- Discovery dialogues with each of the team members
- Enhanced report of the results



- Booster shots: Face to face workshops of 1-2 days
- Focus on the results of the diagnostic phase
- Development of an agenda



- One to one coaching with each of the team members before and after each booster shot session
- Embed and ensure that commitments are implemented
- Give feedback to each team member



- Measure the progress of the team
- Fine tune further actions
- Plan on going journey

## HOW WE WORK

- 1** We bring the hard science to the soft stuff  
We understand the connection between the actions you take and the results you get. We are robust, empirical and fact based
- 2** We deliver world-class expertise through a world-class network  
Our collaborative network includes the best from industry, consulting and the academic domain
- 3** We have proven approaches tailored to you  
We have codified our learning from working with industry leaders and shapers and created solutions that deliver
- 4** Experience meets experience  
We believe in co-creation – our insights and external perspective blended with your expertise and internal knowledge
- 5** Skills transfer isn't an afterthought  
We adopt a coaching approach to every engagement. We leave behind insights, tools and skills